
Note: By entering the premises of Raymond Laborde Correctional Center, you are subject to search and seizure in accordance with Department Regulations No. C-02-005.

SCOPE OF SERVICES:

The contractor shall be required to provide the following as part of the contract at no additional charge:

All supplies delivered within three (3) business days of ordering, for specimen collection, centrifugation and preservation, ordering of tests, specimen transportation, and result reporting. Adequate explanation and instructions are to be included.

The contractor shall be responsible for pickup and transporting of all collected specimens to their lab for analysis.

The contractor shall be responsible for performing all necessary steps and processes to assure the integrity of the samples.

Once a day pick-up service Monday through Friday for Raymond Laborde Correctional Center at no charge to Louisiana Department of Corrections. The times for pick up shall be consistent. On Saturday and Sunday, and on holidays established by Louisiana Department of Safety & Corrections, the contractor shall provide one pick-up with the ability to add a second pick-up on as needed basis. The exact time for the pick-up service shall be pre-arranged with the facility Laboratory Manager. Should STAT or other time-sensitive specimens be required, (Raymond Laborde Correctional Center) and the contractor shall collaborate regarding securing arrangements with a local hospital or laboratory for time-sensitive testing. The contractor shall be responsible to make sure that the hospital or lab contracted to do STATs would send a courier to collect the specimen on weekdays, after lab hours and on weekends, and report the results in a timely manner.

The contractor shall be required to provide the following as part of the contract on an as needed basis:

CONTRACTOR REQUIREMENTS:

Legible hardcopy(s) of test result(s), up to a maximum of four (4) copies as needed, within eight (8) hours from the time the results are first verified in the Lab Information System (LIS) of the performing laboratory. The number of report copies required shall be determined by each facility and provided at contractor's expense. The test results shall include the following:

- A. Patient name
- B. Patient medical record number (maximum of twelve (12) alphanumeric) or Louisiana Department of Public Safety & Corrections number.
- C. Patient date of birth or age
- D. Patient sex

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- E. Name of referring physician
- F. Patient location
- G. Specimen collection date and time
- H. Date and time specimen logged in by contractor
- I. Any information regarding the condition and disposition of specimens that do not meet the laboratory's criteria initially reported.
- J. Date and time results initially reported
- K. Name of performing laboratory
- L. If test performed in a laboratory other than the contractor's own laboratory, name and complete address of the laboratory
- M. Test name
- N. Test results, and, if applicable, the units of measurement or interpretation, or both
- O. Reference range with all applicable interpretive comments
- P. "Investigational Use Only/Research Use Only"- statement if applicable to the methodology used
- Q. All information submitted on requisition with the specimen shall appear on the test report along with other diagnostic information.
- R. Critical values noted as such with documentation of who at the facility was notified by phone within one (1) hour of critical result and faxed result within two (2) hours of critical result.
- S. Complete documentation of any corrected report issued with clear display of the original result including that date and time of initial report as well as that of the correction.
- T. Provide a service to "add-on" a test with a specimen already at the contractor
- U. Interface with the Electronic Medical Record of the Louisiana Department of Public Safety & Corrections contractor of choice.

A telephone and/or fax reporting service to each facility in the event emergency reporting is needed by the Louisiana Department of Public Safety & Corrections facility.

Willingness to re-test the same specimen or a re-submitted specimen free of charge if, in the opinion of any medical staff member from Louisiana Department of Public Safety & Corrections facility, there are any doubts concerning the validity or results or the identity of the specimen.

The contractor shall install and maintain a computer terminal, monitor and printer for each facility listed herein. The terminal shall be able to: A) Provide full and direct inquiries from each facility to contractor's own laboratory(s) regarding specimen requirements and test results. B) Electronically order and label tests, retaining patient demographics and history or reporting for a minimum of two (2) years at each facility. C) Provide hardcopy report.

Contractor shall:

- A. Thoroughly test, verify, and validate all equipment before installation at the various laboratory sites.
- B. Install and maintain printer with real time print functions at each facility for prompt reporting of test results
- C. Supply and install centrifuge equipment, supplies and communication line and equipment maintenance at contractor's expense. All equipment shall be within safety and regulations of Occupational Safety and Health Administration (OSHA) and Clinical Laboratory Improvement Amendments (CLIA) guidelines.
- D. Provide all training with documentation for each facility. Training shall be scheduled in advance with each facility to be sure all personnel involved are present.
- E. Provide and maintain a working interface with current Louisiana Department of Public Safety & Corrections version of the Pro LIS. The lab shall be able to send data to the facilities that can be imported by current lab interfaces or Access database systems. If the Department of Corrections (DOC) obtains an

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electronic health record during the contract with the contractor, this information shall interface with selected Electronic Health Record (EHR).

For purposes of this contract, downtime is defined as the period of time in which the terminal, printer, and/or interface is malfunctioning or inoperable. During period's downtime, the facilities shall not be responsible for any of the maintenance or service to the contractor's equipment; this is the sole responsibility of the contractor.

The contractor shall:

- A. Provide a replacement (loaner) for the terminal, monitor, and/or centrifuge, printer for any downtime period of twenty- four (24) hours or more.
- B. Furnish the Louisiana Department of Public Safety & Corrections facility results by telephone/fax during periods of downtime.
- C. Provide an alternate method of reporting results during periods of downtime of the interface.

Retention of specimen(s) shall be a least seven (7) business days for repeat testing or if additional test required.

Prior to any change in test methodology, specimen requirement, references ranges or other test information a minimum of six (6) weeks written notification with an effective date shall be provided to each facility. These changes shall be incorporated into the Service Directory by the contractor with the date of the change clearly visible on the page. In the event of significant changes, the contractor shall offer to provide crossover testing between old and new methodologies at no additional charge.

Notification to a laboratory supervisor at the Louisiana Department of Public Safety & Corrections facility by telephone within two (2) hours of specimen receipt and/or decision to cancel test (whichever is later) if for any reason the procedure cannot be performed.

Notification to Louisiana Department of Public Safety & Corrections facility of any corrected reports within two (2) hours of correction verification on the hardcopy report or the interface results by telephone to a laboratory supervisor or nurse supervisor.

Contractor shall provide a local (in state) and/or toll-free number for courier service, reporting of equipment/interface problems, and test information. Telephone support shall be available for questions twenty-four (24) hours a day, with local (in state) contractor telephone support available at least 8:00 AM until 7:00 PM CT.

The contractor shall be required to provide educational information and support regarding assays.

The contractor shall provide a clinical/technical representative.

The representative shall:

- A. Be scheduled to visit each facility at least monthly for consultations and problems solving.
- B. Be accessible by a toll free number.
- C. Acknowledge contact attempt within two (2) hours.

The contractor shall provide a means for:

- A. Specimen processing
- B. Courier for pickup and transportation
- C. Result reporting for any special request(s) that specific testing to designated laboratory.

The contractor shall provide each facility listed herein with the following statistical reports:

Each facility shall be furnished a monthly composite report giving a total number of each procedure processed for the previous month. Report shall be provided seven (7) business days after monthly billing.

Report shall include:

- A. Contract item number (or cross reference to product code)
- B. Product code
- C. Name of procedure
- D. Number processed for each present month, previous month and year to date
- E. Total dollar amount for present month, previous month and year to date
- F. Tests that are not itemized on the contract shall be individually reported on the monthly statistical report. It shall include name of procedure, product code, number processed, cost per test and total dollar amount for present month, previous month and year to date. Category labeled "Miscellaneous Test" shall not be acceptable.

Louisiana Department of Public Safety & Corrections shall be notified of any significant changes in the composition and/or configuration of the laboratory's work force that differ from those submitted in the contract.

BILLING:

The contractor shall provide Louisiana Department of Public Safety and Corrections contractor's complete Fee Schedule to be used during the entire contract period showing applicable prices for all tests. The prices shall be firm throughout the contracted period. The contractor shall provide other miscellaneous test not listed. The same terms and conditions agreed to shall apply to any and all test offered by contractor throughout the term of the contract. In the event that certain test are not performed in the contractor's own laboratory(s) and are sent to an outside laboratory, there shall be no additional charge above the price charged to the contractor by the re-referral laboratory.

The monthly billing statements for each facility shall be provided to the facility within ten (10) business days after the end of the billing month.

The Billing Statement shall include:

- A. Patient Name
- B. Patient Hospital ID Number (up to ten (10) alphanumeric)
- C. Specimen Collection Date
- D. Reporting Date
- E. Correct Test Name, Test code
- F. Correct Test Price
- G. Physician
- H. Contract Line (if applicable)

OUTSIDE TESTING:

In the event the test(s) are not performed in the contractor's own laboratory(s) and are sent to outside laboratories, there shall be no additional referral charge. The certification and licensing requirements for the outside laboratory shall be the same as those specified for the contracting laboratory.

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The contractor agrees that results constitute privileged medical information and such results are subject to applicable Louisiana and Federal Laws and Regulations. Any breach of confidentiality by the contractor, its agents, or employees shall be cause for immediate contract cancellation.

The prices shall never exceed the contract price throughout the contracted period. The contractor shall be able to perform other miscellaneous test not listed. The same terms and conditions agreed to shall apply to any and all tests offered by contractor throughout the term of the contract.

TURN AROUND TIME (TAT), INCLUDING THOSE TEST SUBCONTRACTED BY THE CONTRACTOR:

For the purpose of this contract, Turn Around Time is defined as the time interval between pickup of specimen from a facility to receipt of hard copy of the results by the same facility (including weekends). Expected "Turn around Times" (TAT) are as indicated for all tests. Turn Around Times (TAT) are not general guidelines but rather maximum limits for elapsed days before a final report is received by the ordering Louisiana Department of Public Safety & Corrections Facility. The contractor shall be expected to adhere to agreed upon Turn Around Time (TAT) for items listed in this contract. A report shall be submitted quarterly. If average Turn Around Time (TAT) for all assays is greater than ten percent (10%) above the agreed upon Turn Around Time (TAT) or if single assay exceeds the stated Turn Around Time (TAT) by greater than twenty five percent (25%) in given month, the contractor shall be considered non-compliant. Non-compliance leads to discussion between the Contractor and the State as to corrective actions to be taken. After initial discussion the contractor shall be reevaluated for a three (3) month period to verify that needed improvements have been made. If such audit fails to document needed improvements the State reserves the right to terminate the contract for cause, within thirty (30) days of written notification.

CERTIFICATION OF LICENSING REQUIREMENTS:

The contractor shall maintain the following certifications and/or licensing requirements for the entirety of the contract period, including all agreed upon renewal periods:
Clinical Laboratory Improvement Amendments of 1988 (CLIA) 42 U.S.C. 263a; 42 C.F.R. 493.1. Accreditation by the College of American Pathologists (CAP)

The contractor shall meet all federal and state licensing laws.

Raymond Laborde Correctional Center shall be notified of any change in personnel licenses or certifications.

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FACILITY & DELIVERY ADDRESS:

Del. # DEL002

Agency#: 405000

Raymond Laborde Correctional Center

1630 Prison Road

Cottonport, LA 71327 Contact Person: Mark Monroe Phone: (318) 876-4209

Fax: (318) 876-4250

Computer Required: Yes